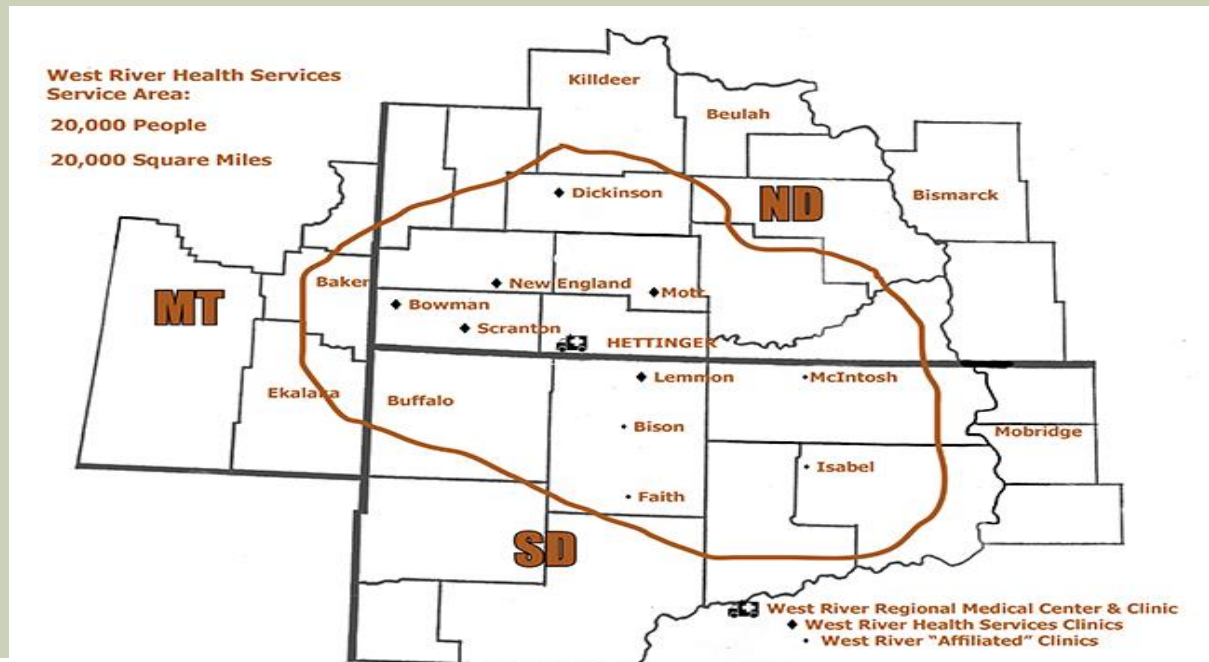


PATIENT ENGAGEMENT WITH PATIENT PORTAL

**West River
Health
Services
Hettinger, ND**

ABOUT WRHS

- 25 Bed Critical Access Hospital
- 7 Clinics
- 15 Providers: 6 Family Medicine, 3 Internal Medicine, 2 Pediatricians, 1 General Surgeon, 1 Podiatrist, 1 Radiologist, 1 Optometrist



PATIENT ENGAGEMENT



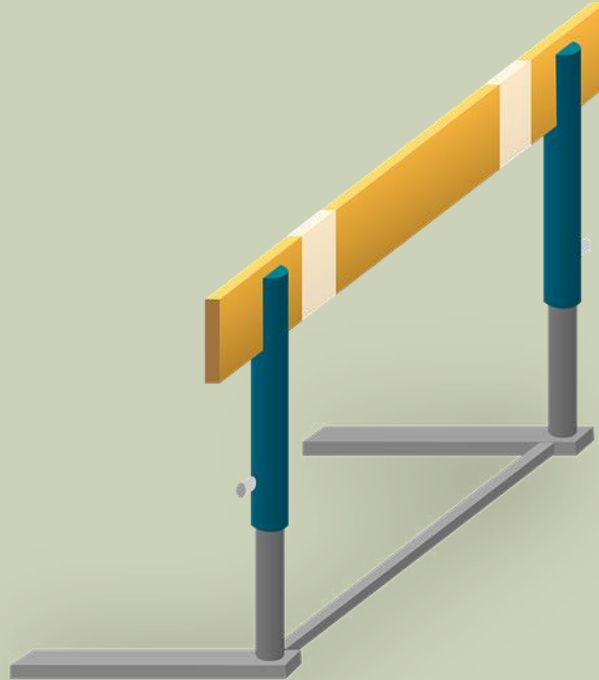
CHALLENGES

- Patient Population

- Resources

- EMR Systems

- Provider Engagement



STAFF ENGAGEMENT

- IT staff & EHR core team
- Department Managers
- Physicians & Nursing
- Registration personnel



THE RIGHT TECHNOLOGY

3 Separate EMR systems

- Meditech: Hospital
- Allscripts: Clinics
- Medflow: Eye Clinic



Follow My Health: able to incorporate information from the 3 systems into 1 portal for patients.

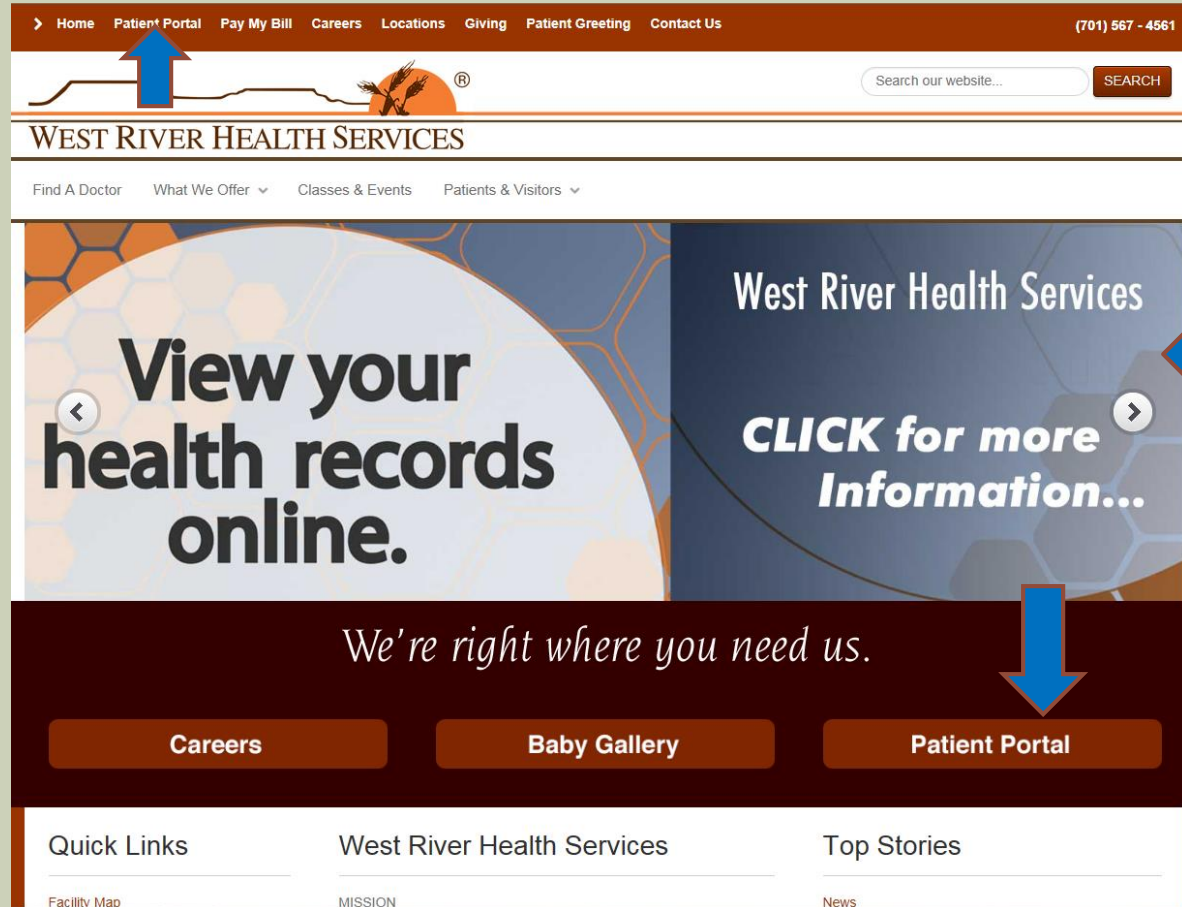
Started implementation in February 2014

PROMOTION

- Website
- WRHS Newsletter: electronic & paper
- Local newspapers & radio
- Posters throughout facility
- Front line promotion at registration in clinics

WEBSITE

There are several links to the patient portal from the website



www.wrhs.com

COMMUNITY

- **Informational classes at the high school**

Held 3-4 separate classes at the high school for community members which provided opportunity for people to see how the portal works and 1:1 assistance with signing up.



- **Local Radio – KNDC**

Went on their morning talk show program to promote the portal

COMMUNITY

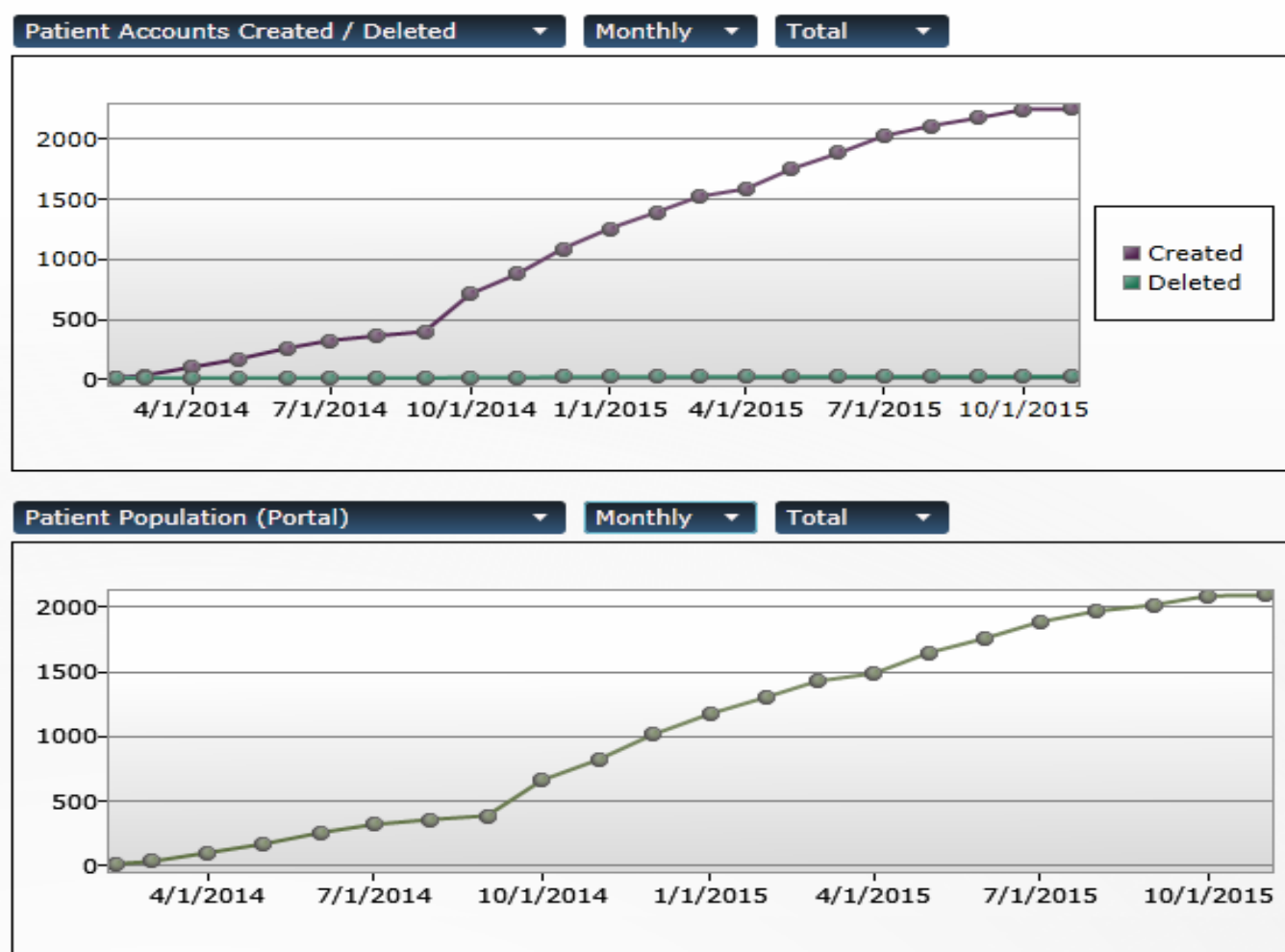
- **Community Health Days**

Patient Portal station: provided information regarding the portal as well as 1:1 assistance signing up if needed.

- **KNDC Farm & Home Show Event:**

Booth for portal information as well as signup assistance.

PORTAL USAGE



OTHER STRATEGIES

- Online Bill Pay available on our website
- e-Statements
- In-room electronic Patient Education
- Social media

QUESTIONS?

